UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/691,791	10/18/2000	Keith Shoji Kiyohara	81045.1034	5768

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EXAMINER
SALAD, ABDULLAHI ELMI

ART UNIT	PAPER NUMBER
2157	

DATE MAILED: 12/03/2003

Please find below and/or attached an Office communication concerning this application or proceeding.

PTO-90C (Rev. 10/03)

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) FROM
THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed
  after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any
  earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *13 March 2002*.

2a)☐ This action is **FINAL**.   2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is
closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-54* is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-54* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. §§ 119 and 120

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage
      application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

13)☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application)
since a specific reference was included in the first sentence of the specification or in an Application Data Sheet.
37 CFR 1.78.

    a) ☐ The translation of the foreign language provisional application has been received.

14)☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121 since a specific
reference was included in the first sentence of the specification or in an Application Data Sheet. 37 CFR 1.78.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)

2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3) ☒ Information Disclosure Statement(s) (PTO-1449) Paper No(s) *6* .

4) ☐ Interview Summary (PTO-413) Paper No(s). _____ .

5) ☐ Notice of Informal Patent Application (PTO-152)

6) ☐ Other: .

Detailed Action

1. This application has been reviewed. Claims 1-54 are pending. The rejection

cited stated below.

Claim Rejections - 35 USC § 102

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that

form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in a patent granted on an application for patent by another filed in the United States

before the invention thereof by the applicant for patent, or on an international application by another who has fulfilled the

requirements of paragraphs (1), (2), and (4) of section 371(c) of this title before the invention thereof by the applicant for

patent.

The changes made to 35 U.S.C. 102(e) by the American Inventors Protection Act

of 1999 (AIPA) and the Intellectual Property and High Technology Technical

Amendments Act of 2002 do not apply when the reference is a U.S. patent resulting

directly or indirectly from an international application filed before November 29, 2000.

Therefore, the prior art date of the reference is determined under 35 U.S.C. 102(e) prior

to the amendment by the AIPA (pre-AIPA 35 U.S.C. 102(e)).

3. Claims 1-54 are rejected under 35 U.S.C. 102(e) as being anticipated by Sassin

et al., U.S. Patent No.6,449,260.

As per claims 1, 7 and 13, Sassin et al., discloses a system comprising:

Generate a first message (customer generating electronic message)(see col. 7, line 50-

65);

Transmit said first message to a first user (i.e. call distribution center)(see col. 7, lines

50-65);

Transmit said first message to a first user (i.e. call distribution center)(see col. 7, lines 50-65);

Obtain an inquiry from a second user (agent) for a duplicate (i.e. Copy) of said first message)(see col. 7, line 50 to col. 8, line 50);

Regenerate said duplicate of said first message in response to said inquiry (see col. 7, line 50 to col. 8, line 50).

In considering claims 2, 8, and 14, Sassin et al., discloses a system, wherein the first message is generated in response to a triggering event (customer service request event), (see col. 7, lines 50-65).

In considering claims 3, 9, and 15, Sassin et al., discloses a system, configured to regenerate said duplicate message further comprises:

Obtain template data associated with said first message (see col. 7, line 50 to col. 8, line 50);

obtain general information associated with said first message(see col. 7, line 50 to col. 8, line 50);

Combine said template data and said user information (see col. 7, line 50 to col. 8, line 50).

In considering claims 4, 10, and 16, Sassin et al., discloses a system wherein said general information comprises user specific information (i.e. user identification), (see col. 7, lines 50-65).

In considering claims 5, 11, 17 and 23 Sassin et al., discloses a system wherein said general information comprises previously calculated information (previously filtered information), (see col. 7, lines 50-65).

In considering claims 6, 12, and 18, Sassin et al., discloses a system wherein said second user comprises an entity representative (i.e. agent), (see col. 7, lines 50-65).

As per claims 19, 31 and 43, Sassin et al., disclose a system for generating a message data comprising:

Obtaining a request for a previously transmitted electronic mail message from a user (see col. 7, line 50 to col. 8, line 50);

obtaining template data associated with said previously transmitted electronic mail message (see col. 7, line 50 to col. 8, line 50);

obtain user information about said user (see col. 7, line 50 to col. 8, line 50);

obtaining previously calculated information associated with said previously transmitted electronic mail message (see col. 7, line 50 to col. 8, line 50);

recreate a new version of said previously transmitted electronic mail message by combining said user information, said previously calculated information, and said template data (see col. 7, line 50 to col. 8, line 50).

In considering claims 20, 32 and 44, Sassin et al., disclose a system wherein said template varies depending upon what type of trigger event initiated said request(see col. 7, line 50 to col. 8, line 50).

In considering claims 21, 33 and 45, Sassin et al., disclose a system wherein said templates comprises information related to a transaction with a user(see col. 7, line 50 to col. 8, line 50).

In considering claims 22, and 34 and 46, Sassin et al., disclose a system wherein said previously transmitted message comprises a message personalized for said user(see col. 7, line 50 to col. 8, line 50).

In considering claims 23, 35 and 47, Sassin et al., disclose a system wherein said new version of said previously transmitted message is sent to said user for display (see col. 7, line 50 to col. 8, line 50).

In considering claims 24, 36 and 48, Sassin et al., disclose a system wherein said user comprises a customer service representative(see col. 7, line 50 to col. 8, line 50).

In considering claims 25, 37 and 49, Sassin et al., disclose a system   wherein said user

comprises an end-user(see col. 7, line 50 to col. 8, line 50).

In considering claims 26, 38 and 50, Sassin et al., disclose a system wherein said user

information is obtained from a historical data file (see col. 7, line 50 to col. 8, line 50).

In considering claims 27, 39 and 51, Sassin et al., disclose a system wherein said

historical data file comprises information providing a reason for transmitting said

previously transmitted message(see col. 7, line 50 to col. 8, line 50).

In considering claims 28, 40 and 52, Sassin et al., disclose a system wherein said

template data is separable from said historical data file(see col. 7, line 50 to col. 8, line

50).

In considering claims 29, 41 and 53, Sassin et al., disclose a system wherein the

historical data file comprises transaction information(see col. 7, line 50 to col. 8, line 50).

In considering claims 30, 42 and 54, Sassin et al., disclose a system wherein said

transaction information comprises data associated with a customer (see col. 7, line 50

to col. 8, line 50).

Conclusion

4. The prior art made of record and relied upon is considered pertinent to the applicant's

disclosure.

5. Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Salad E Abdullahi whose telephone number is 703-308-

8441. The examiner can normally be reached on 8:30 - 5:00. If attempts to reach the

examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can

be reached on 703-305-4792. The fax phone number for the organization where this

application or proceeding is assigned is (703) 872-9306. Any inquiry of a general nature

or relating to the status of this application or proceeding should be directed to the

receptionist whose telephone number is 703-305-3900.

As

11/23/2003

ARIO ETIENNE
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2100